









House Keeping

Introduction

Who's Who?

House Rules

Returning Favorites

New Additions



2024 HOUSEKEEPING

- RESTROOMS OPEN/AVAILABLE IN UPPER LOT.
- PLEASE PAY ATTENTION. SILENCE CELL PHONES. IF A CALL IS NECESSARY, PLEASE STEP OUT.
- ASK QUESTIONS, DON'T BE SHY, BUT PLEASE WAIT UNTIL END OF PRESENTATION.
- PLEASE DISGARD OF ANY TRASH AFTER ORIENTATION INTO RECEPTACLES.



EDDA WHO'S WHO?



ALLISON APPOLONEY VICE PRESIDENT - OPERATIONS



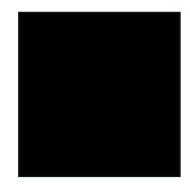
AL FERA GENERAL MANAGER



JAIME RIVERA OPERATIONS MANAGER



TRACY DAVIS OFFICE MANAGER



JON GIOVANNUCCI PREMIUMS MANAGER



LAURA NIEDBALA NON - PROFIT COORIDNATOR



2024 WHO'S WHO?



LIV CONCESSIONS SUPERVISOR



OUANDEL CONCESSIONS SUPERVISOR



TRACY COMMISSARY SUPERVISOR



JUAN COMMISSARY SUPERVISOR





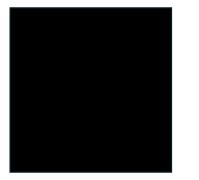
2024 WHO'S WHO?



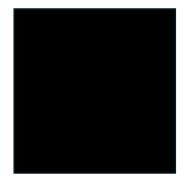
JASON SANDOVAL GENERAL MANAGER



DAVE SAUTER SECURITY MANAGER



JULIAN DENNISON REGIONAL F&B MANAGER



STEPHANIE VALENTI REGIONAL PREMIUM MANAGER





2024 NOTES & HOUSE RULES

- UNIFORM
- ARRIVAL & EXIT
- PAYROLL
- SCHEDULING
- HOUSE RULES

2024 UNIFORM

BLACK PANTS, BLACK SHORTS OR BLACK CAPRI PANTS PROVIDED LIVENATION UNIFORM SHIRT PROVIDED LIVENATION HAT OR VISOR CLOSED TOE SHOE OR SNEAKER CLEAR BAG

XFINITY CENTER PHOTO ID (MUST BE VISIBLE AT ALL TIMES WHILE ON SITE)

YOU MAY WEAR A SOLID COLOR LONG SLEEVE SHIRT UNDER YOUR UNIFORM SHIRT. NO SWEATSHIRTS OR PERSONAL JACKETS CAN BE WORN OVER UNIFORM SHIRT. YOU CAN PURCHASE/BORROW A LIVENATION JACKET (SEE TRACY)



2024 UNIFORM

Clothing (uniform and business attire) is clean, well maintained. Shorts are no more than one inch above the knee. Per the Health Department, socks must be worn at all times. Hair should be neat and clean. All hair must be tied back and worn in a professional manner.

Facial hair must be neatly trimmed and maintained. For those in a food stand, per the Health Department, beard nets must be worn if facial hair is more than one inch long.

Personal hygiene must be always maintained. All associates are expected to be free of body and mouth odor. A neat and well-groomed appearance is essential when dealing with the public. Team Members not following proper hygiene standards will not be allowed to work.

Sunglasses are not to be worn.

2024 ARRIVAL & EXIT

TRAFFIC...it happens. CALL OR TEXT ABSENT LINE IF IT IS AN ISSUE

PARKING PASS IS ISSUED FOR LOTS 1 & 2. THOSE ARE THE <u>ONLY</u> LOTS YOU ARE PERMITTED TO PARK IN. THEY MUST BE DISPLAYED IN VEHICLE.

WHEN ARRIVING TO EMPLOYEE ENTRANCE, SCAN OR CODE AT GATE.

YOU ARE NOT PERMITTED TO PUNCH IN MORE THAN 5 MINUTES EARLIER THAN SCHEDULED ARRIVAL TIME.

ONCE YOU HAVE BEEN GIVEN YOUR LOCATION, HEAD DIRECTLY THERE.

PLEASE BE RESPECTFUL TO ALL PARKING & SECURITY STAFF

ADDA ARRIVAL & EXIT

DO NOT BEGIN TO BREAKDOWN ANY PORTION OF YOUR STAND UNTIL A SUPERVISOR OR MANAGER HAS GIVEN THE "GO-AHEAD".

DO NOT LEAVE THE VENUE UNTIL YOUR STAND HAS BEEN CHECKED AND APPROVED BY A SUPERVISOR OR MANAGER.

IF HEADING TO COMMISSARY OR OFFICE, PLEASE BE MINDFUL AND CAREFUL OF ANY VEHICLES AND/OR EQUIPMENT.

AFTER CLOCKING OUT, HEAD DIRECTLY TO MAIN ENTRANCE & EXIT PROPERTY. YOU ARE NOT PERMITTED TO ENTER BOWL AND WATCH SHOW.

2024 PAYROLL

PAYDAY IS ON FRIDAY

IF YOU HAVE ANY ISSUE WITH PAYCHECK, PLEASE EMAIL TRACY IMMEDIATELY.

PLEASE OPT FOR DIRECT DEPOSIT.

PLEASE KEEP YOUR INFORMATION CURRENT IN WORKDAY.

TODAY SCHEDULING

FULL MONTH WITH ALL INFORMATION

TWO WEEKS – CUTS IF NEEDED.

75% ATTENDANCE

ATTENDANCE LINE – CALL OR TEXT IF UNABLE TO WORK SHIFT – 508.594.9314

ROTATING SCHEDULE (PODs)

THINGS WE **SHOULD NOT** BE DOING IN FRONT OF GUESTS...EVER



SMOKING / VAPING







EATING

CELL PHONE USE

SMOKE BREAKS (WHEN PERMITTED) ONLY TO HAPPEN NEAR F&B OFFICE (OUT OF GUEST VIEW)

IF SOMETHING IS BEING SOLD IN YOUR STAND, IT IS FOR SALE. IT IS NOT TO BE CONSUMED BY STAFF. i.e. SODA, WATER, SNACKS, PIZZA

FOOD REMAINING AT THE END OF THE EVENING CANNOT BE BROUGHT HOME. IT IS TO BE LOGGED AS SPOILAGE & DISCARDED.

ONLY ITEMS AT YOUR STAND SHOULD BE SOLD FROM YOUR STAND. YOU ARE NOT PERMITTED TO BRING DIFFERENT PRODUCT FROM A DIFFERENT LOCATION AND SELL AT YOUR STAND. YOU ALSO CAN NOT BRING IN OUTSIDE ITEMS TO YOUR LOCATION TO SELL. i.e. SPECIAL OR DIFFERENT MIXERS

BY THE CHANCE THAT MEDIA WANTS TO SPEAK TO YOU WHILE WORKING, YOUR ANSWER SHOULD ALWAYS BE "NO COMMENT".

YOU ARE NOT TO TAKE AND/OR POST PHOTOS OR VIDEOS WHILE WORKING. PHOTOS SHOULD NEVER BE TAKEN OF ANYTHING BACKSTAGE OR DURING ANY PART OF SOUND CHECK.

BE VERY CAREFUL WHAT YOU POST AND WHAT INFORMATION YOU SHARE ON SOCIAL MEDIA.

SHOULD AN ARTIST BE WALKING IN VENUE OR BACKSTAGE, NEVER ASK FOR A PHOTO OR AUTOGRAPH.

DO NOT WANDER THE VENUE. YOU SHOULD BE AT YOUR WORK LOCATION OR F&B OFFICE WHILE ON SITE. YOU SHOULD NOT BE CUTTING THROUGH THE BOWL FOR ANYTHING ONCE VENUE DOORS ARE OPEN. YOU SHOULD NOT BE WATCHING THE SHOW.

PROMO ITEMS AND/OR GIVEAWAYS ARE NOT INTENDED FOR STAFF, GUESTS ONLY.

DO NOT ARRIVE TO WORK UNDER ANY LEVEL OF IMPAIRMENT...*ALCOHOL/DRUGS/MEDICATION*

EVERY SINGLE TRANSACTION MUST BE RUNG INTO YOUR POS.

WE ARE A 100% CASHLESS VENUE. UNDER NO CIRCUMSTANCES CAN YOU ACCEPT CASH FROM A GUEST FOR PAYMENT.

YOU CANNOT SOLICIT TIPS FROM GUESTS. YOU CANNOT PUT OUT A TIP CUP.

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ID POLICY

To purchase alcoholic beverages, a patron must present one of the following forms of identification.

A valid Massachusetts issued Driver's License, which indicates that the patron is at least 21 years of age.

A valid Massachusetts issued Liquor Identification Card, which indicates that the patron is at least 21 years of age.

A valid Massachusetts issued Identification Card, which indicates that the patron is at least 21 years of age.

A valid United States issued Passport Identification Booklet, or a valid United States issued Passport Card, which indicates that the patron is at least 21 years of age. *All other passports not issued by the United States government must have a United States Custom Stamp, printed in English and indicate that the patron is at least 21 years of age or older.

A valid United States issued Military Identification Card, which indicates that the patron is at least 21 years of age.

Any guests under the age of 26 with a valid out of state drivers license or state ID card must have their identification verified via electronic ID check at venue guest services. Any guests under the age of 26 with a valid passport or military ID must also produce another form of identification (such as a credit card, with a signature to compare signatures), which substantiates the person's identity.

Any patron in the possession of alcoholic beverages on premises may be requested at any time to produce valid identification which must satisfy the foregoing requirements. No refunds will be offered for confiscated alcoholic beverages. Any patron who presents false identification or who passes alcohol to a minor may be subject to eviction and arrest. Any patron who passes alcohol to another patron who is unable to provide an acceptable form of identification as listed above may be subject to eviction. We will not serve more than two alcoholic beverages to a patron at one time.

POURING POLICY

ALL MIXED DRINKS MUST BE POURED USING A PROVIDED MEASURED POURER. A <u>SINGLE</u> IS DEFINED AS (1) FILL OF THE SMALL CUP ON JIGGER. A <u>DOUBLE</u> IS DEFINED AS (1) FILL OF LARGE CUP OF JIGGER.

SHOULD YOU SUFFER ANY INJURY WHILE AT WORK, IT MUST BE REPORTED AND AN ACCIDENT REPORT FILED. PLEASE NOTIFY ANY SUPERVISOR OF INJURY IMMEDIATELY NO MATTER HOW MINOR.

ALL UNIFORM SHIRTS, HATS & ID's MUST BE RETURNED WHEN YOUR WORK FOR THE SEASON HAS CONCLUDED.

A NO CALL/NO SHOW OR LEAVING PRIOR TO AN EVENT ENDING (WITHOUT APPROVAL) MAY LEAD TO IMMEDIATE TERMINATION.

IN THE EVENT THAT SEVERE WEATHER OCCURS DURING A SHOW, YOU WILL BE DIRECTED WHERE TO GO.



ΨUS

TENT CENTRA CENT

IF YOU ARE WORKING A LOCATION THAT HAS A PERMANENT "COUNTERTOP" POS UNIT, THE UNIT WILL ALREADY BE IN PLACE AT LOCATION. YOU WILL SIMPLY NEED TO LOG IN USING YOUR UNIQUE PIN.

IF YOU ARE WORKING A LOCATION THAT USES HANDHELD POS DEVICES, THEY WILL BE DELIVERED TO YOU AFTER YOU HAVE ARRIVED AT YOUR LOCATION. YOU WILL SIMPLY NEED TO LOG IN USING YOUR UNIQUE PIN.

IT IS IMPERATIVE THAT YOU ENSURE THAT <u>YOUR CREDENTIALS</u> ARE LOGGED INTO THE DEVICE WHILE WORKING. IF YOU DO NOT LOG IN USING YOUR UNIQUE PIN, WE HAVE <u>NO WAY</u> TO TRACK TIPS THAT NEED TO BE PAID OUT TO YOU .

THE ALL OF A LANGE AND A LANGE

IF YOU ARE WORKING A LOCATION THAT HAS A PERMANENT "COUNTERTOP" POS UNIT, EACH LOCATION IS PROVIDED WITH A LABELED BLACK PLASTIC TOTE. AT THE END OF THE NIGHT, SIMPLY COVER YOUR POS TERMINAL WITH LABELED TOTE. YOU <u>DO NOT</u> NEED TO UNPLUG UNIT AND PLACE UNDER COUNTER.

IF YOU ARE WORKING A LOCATION THAT USES HANDHELD POS DEVICES, THEY WILL BE PICKED UP FROM YOU AFTER SALES HAVE ENDED.

IF YOU ENCOUNTER A TECHNICAL ISSUE WITH YOUR POS (HANDHELD OR PERMANENT), PLEASE NOTIFY ANY SUPERVISOR OR MANAGER IN YOUR AREA. IF YOU ARE ABLE TO PROVIDE SOME DESCRIPTION AS TO WHAT THE ISSUE IS, IT IS APPRECIATED. UNLESS SPECIFICALLY INSTRUCTED, PLEASE <u>DO NOT</u> UNPLUG YOUR UNIT AND BRING TO OFFICE FOR REPLACEMENT. EVERY TERMINAL IS LOGGED BY SERIAL NUMBER AND WE CAN NOT JUST SWITCH UNITS.



END OF NIGHT LIQUOR

END OF NIGHT LIQUOR

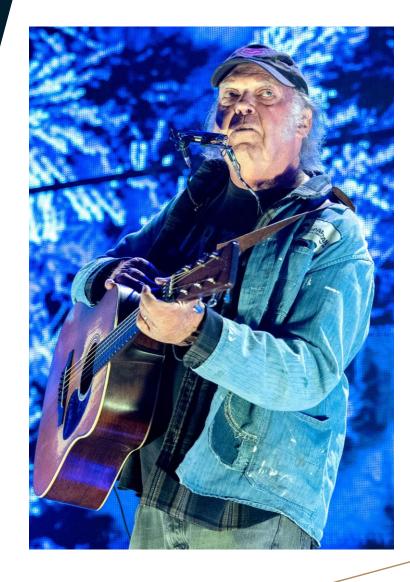
ALL PERMANENT LOCATIONS SERVING LIQUOR & WINE WILL BE PROVIDED LARGE COVERED LABELED PLASTIC TOTES. AS A BOTTLE IS EMPTIED, SIMPLY PLACE THE EMPTY LIQUOR BOTTLE INTO THE TOTE. AT THE CONCLUSION OF THE EVENING, PLEASE PLACE THE COVER ON TOTE AND LEAVE BEHIND YOUR LOCATION. THIS IS A WAY FOR US TO ALLEVIATE YOU HAVING TO PERFORM LIQUOR INVENTORY NIGHTLY AS WE CAN BALANCE EMPTY BOTTLES AGAINST SALES LEVELS.

WHEN YOU ARRIVE TO YOUR LOCATIONS, YOU WILL FIND THESE TOTES FILLED WITH REPLACEMENTS. PLEASE PLACE THEM INTO USUAL STORAGE LOCATION.

YOU DO NOT NEED TO SAVE MONIN AND/OR OWEN'S BOTTLES. THESE CAN BE DISCARDED INTO PROPER RECEPTACLES.

EVERY LOCATION WILL BE PROVIDED WITH BOTTLE TOP COVERS TO PLACE OVER ANY EXISTING OPEN BOTTLES WITH POURERS ON THEM.







BETURNING FAVORITES



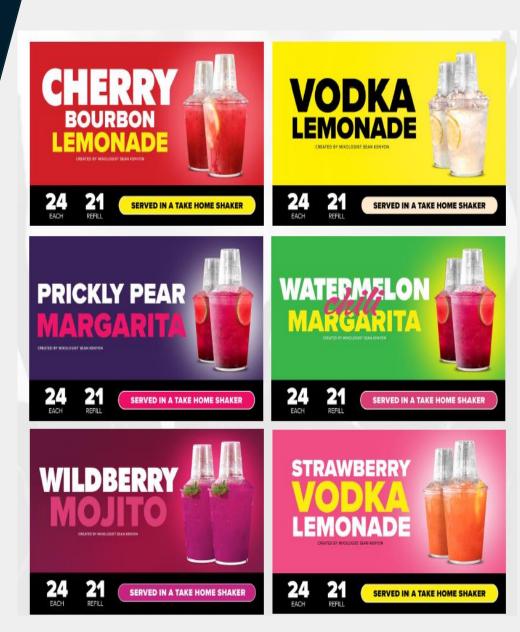


VOLT BURGER\$ SMASH €





SIARER COPS



TRANSITIONING FROM MONIN TO OWEN'S

NUMBER OF AN OF A CONTRACT OF

SIARER COPS

Strawberry Vodka Lemonade Vessel: LN Shaker Cup Tier 1 Vodka 2.5oz Owen's Strawberry 5oz Lemonade Mix 5oz Build directly in shaker cup, fill with ice last Garnish with lemon wheel

Wildberry Mojito		
Vessel: LN Shaker Cup		
Tier 1 Rum	2.5oz	
Wildberry Mojito Batch Mix	5oz	
Build directly in shaker cup, fill with ice last		
Garnish with lime wheel		

Cherry Bourbon Lemonade

SHAKER CUP COCKTAIL RECIPES

SHAKER CUP COCKTAILS - \$24 FOR FIRST DRINK & CUP; \$21 REFILL

Vessel: LN Shaker Cup

Tier 1 Bourbon	2.5oz	
Owen's Cherry Lemonade Mix	5oz	
Build directly in shaker cup, fill with ice last		
Garnish with lemon wheel		

Gin & Juice Tropical Punch Vessel: LN Shaker Cup Still G.I.N. 2.5oz Tropical Punch Batch Mix 5oz Build directly in shaker cup, fill with ice last Still with lime wheel

Watermelon Chili Margarita

Vessel: LN Shaker Cup

Tier 1 Tequila	2.5oz
Monin Spicy Watermelon Mix	5oz
Build directly in shaker cup, ice last	fill with
Garnish with lime wheel	

Prickly Pear Margarita	
Vessel: LN Shaker Cup	
Tier 1 Tequila	2.5oz
Monin Prickly Pear Mix	5oz
Build directly in shaker cup, fill with ice last	
Garnish with lime wheel	

Activate Wi





RED BULL PROGRAMMING WHERE SODA IS SOLD: Red Bull Original Red Bull Sugar Free es body and mind WHERE COCKTAILS ARE SOLD: Red Bull Original Bull 70 Red Bull Sugar Free Red Bull Red Edition Watermelon

RED BULL COCKTAIL \$20

Permanent bars where Red Bull is sold

Portables/carts where Red Bull is sold

Sold in 20oz mason jar in GA, double cup in VIP

- <u>Single pour</u> of premium vodka
- Fill cup with Red Bull, customer gets the remainder in can (i.e. the perfect pour)





STILL AND SPARKLING

LIQUID DEATH PROGRAMMING



SPARKLING FLAVORS

All venues are transitioning to 19.2oz cans in 2024



ADD A SHOT

ADD A SHOT 5 7

STANDARD - CROWN OR FLAVOR(S)

BACARDI HUTS



ADD A SHOT SETUPS

BAMBOO PIRANHA

SELECT VENUES-JACK FLAVOR(S) ONLY



MARGARITA CART



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2024 KOOZIES FIT ALL SIZE CANS

BEST PRACTICES

No snap frame signageDisplay on cans or with clips only



NEW ADDITIONS



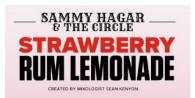




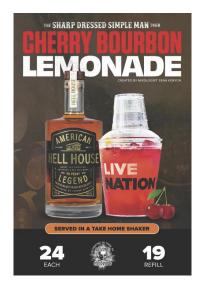
EVENT SPERING













BAR BEST PRATIES

BEST PRACTICES

Whenever possible, order 1L bottles over 750mL bottles.



The only acceptable fresh lemon and lime juices to use in cocktail recipes are Twisted Alchemy juices.



Jiggers are **mandatory**. Standard pours*: single: 1.25oz, double/shaker cup: 2.5oz (*unless pour is limited by local requirements).



All garnishes are prepped/cut **daily** and discarded at the end of the show. Pre-cut garnishes are also acceptable, purchased no earlier than one day before the show.

- All Bars: Lemon and lime wheels
- VIP: lemon and lime wedges, cucumber wheels, and tajin
- Top Shelf carts: lemon and lime wedges
- Dedicated N/A bars: cucumber wheels and tajin



Back bars should be labeled accordingly using a label maker. Ensure a photo of back bar setups is approved and included at each bar. There should be no personal items on the back bar. **REMINDER:** our venues are strawless. All straws are by request only and should be kept out of guest view. Bamboo Piranha straws are approved.



Make sure pour spouts are the same color/material throughout the display. Begin phasing out posipours. Recommended bar tools can be purchased through Ed Don via your Live Nation GM. Click here to view the <u>Ed Don order guide</u> and <u>Ed Don SOPs</u>

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No branded bar mats in VIP, Top Shelf, and linear bars. Any branded bar mats should be representative of what is at the stand.

B

Fill cups **all the way** with ice. **Ice last** for all shaker cocktails. Putting ice in the cup last allows us to ensure we are pouring the proper amount of liquor and prevents the drink from getting watered down as we build it.



RIBI MODY







PRODUCTS

CANS

DOMESTIC - \$14









25oz

PREMIUM - \$16





24oz







24oz

24oz



CRAFT - \$18









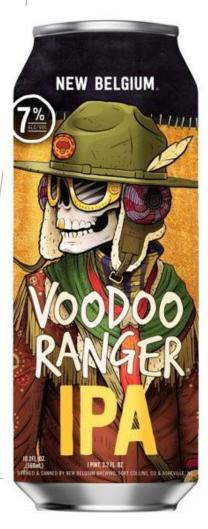
19.2oz

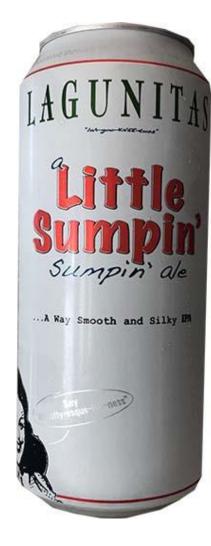
25oz

19.2oz

19.2oz

CRAFT - \$18







19.2oz

19.2oz

HARD SELTZER - \$16











19.2oz

MALTERNATIVE - \$16





23.5oz



24oz

LIQUOR

2024 CONCESSIONS PREMIUM - \$13 SINGLE / \$21 DOUBLE



2024 CONCESSIONS

ULTRA PREMIUM - \$16 SINGLE / \$24 DOUBLE





2024 CONCESSIONS LIBRARY - \$33 SINGLE / \$41 DOUBLE

SERVES IN A TOSSWARE 120Z ROCKS CUP



Tequila

Rum



Tequila

+ AÑEJO +

Tequila

WHISTBEPI

STRAIGHT RYE

100% RYE 000 100 PRO

Bourbon/Rye



Whiskey

WINE





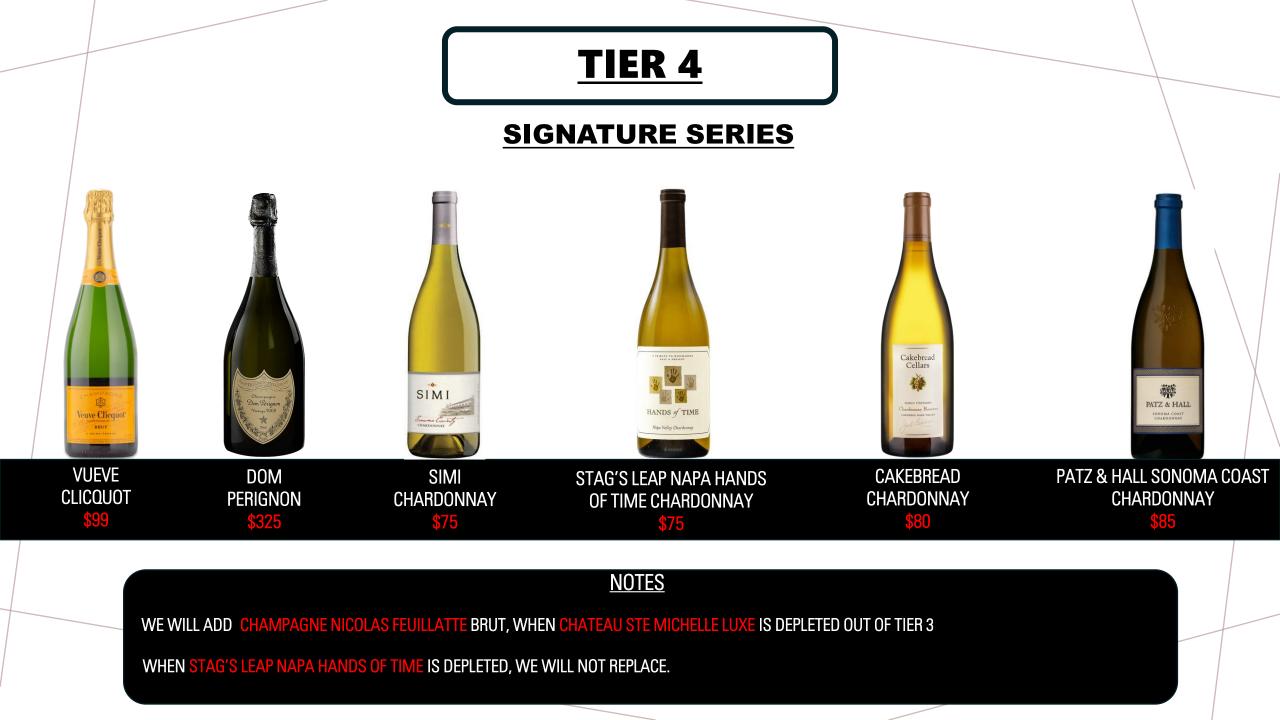


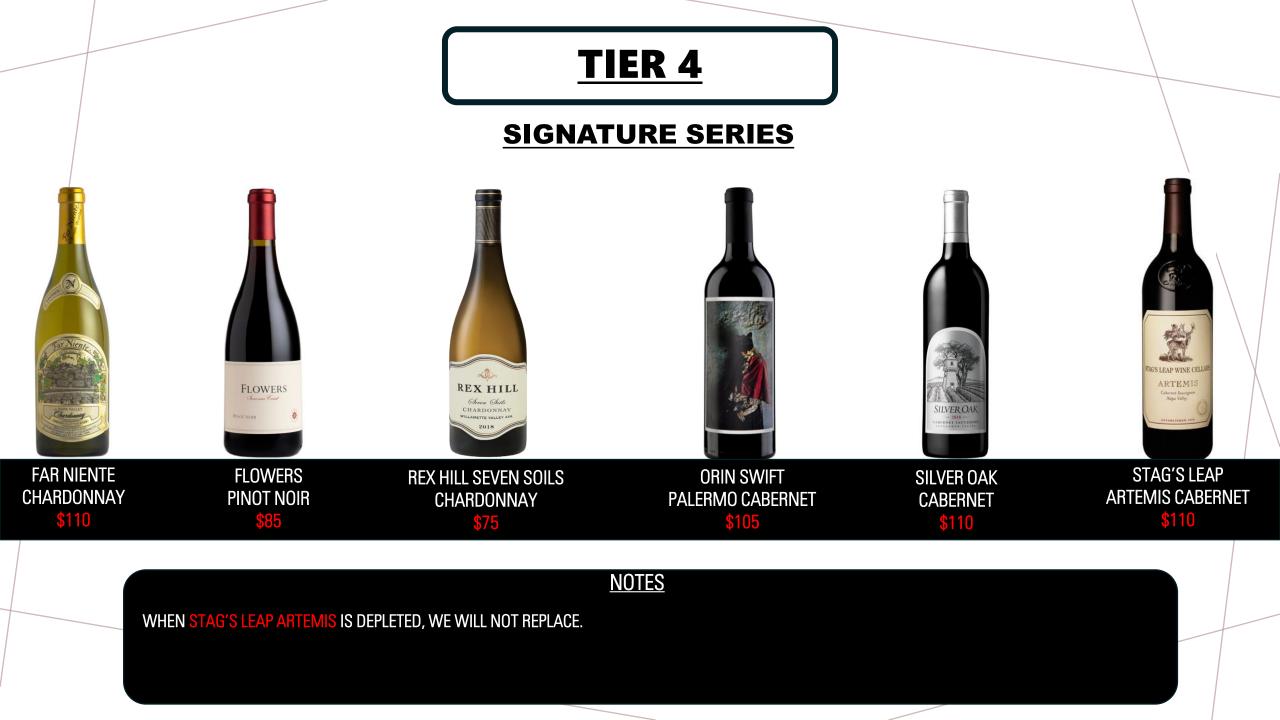


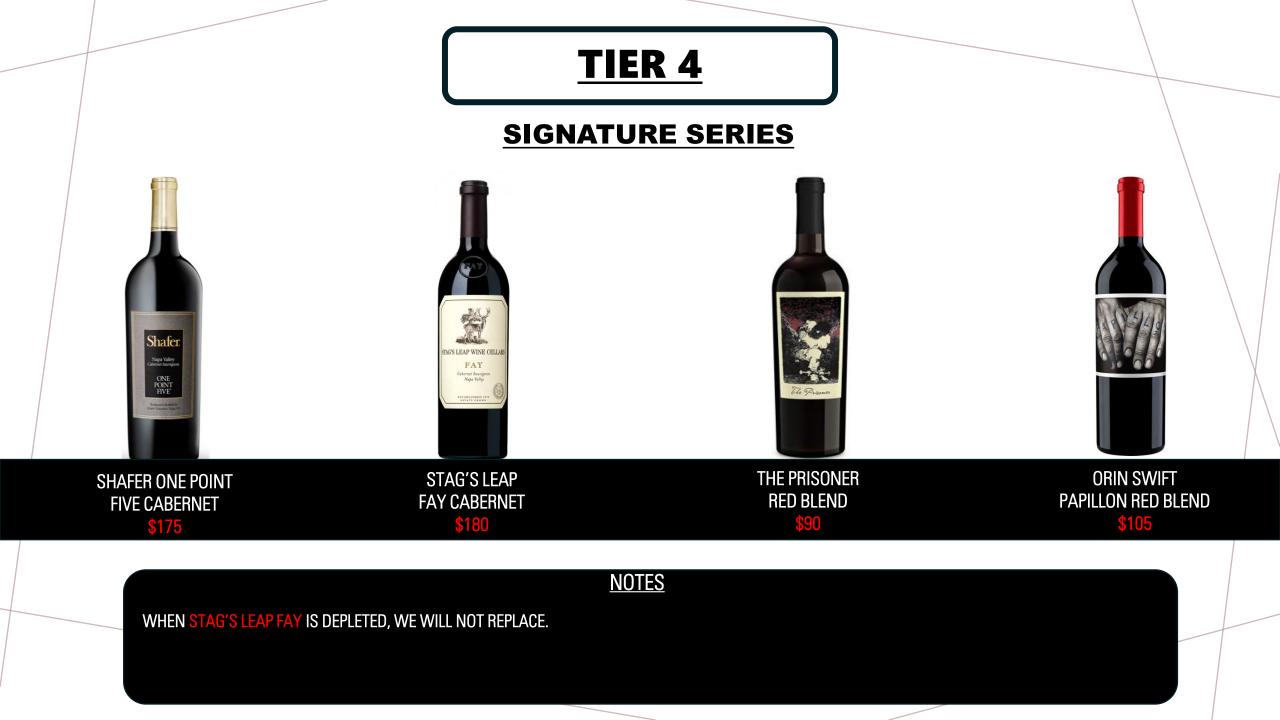
<u>NOTES</u>

WHEN A TO Z PINOT NOIR IS DEPLETED, WE WILL NOT REPLACE / WHEN A TO Z CHARDONNAY IS DEPLETED, WE WILL REPLACE WITH CSM INDIAN WELLS CHATEAU STE MICHELLE CANOE RIDGE CABERNET WILL BE ADDED ONCE STAG'S LEAP ARTEMIS IS DEPLETED OUT OF SIGNATURE SERIES.

CHATEAU STE MICHELLE COLD CREEK CABERNET WILL BE ADDED ONCE STAG'S LEAP FAY IS DEPLETED OUT OF SIGNATURE SERIES.







ARTIST SERIES







Tossware Flute(9oz) For champagne & sparkling

9oz Squat Cup **RP & Associates Plastic Carafe**



Tossware Jr. Vino (14oz) **Tossware** Wine Carafe





BOTTLES OVER \$75



BEER/MALT

Draft Beer	Price
Large Domestic Draft	\$14
Large Premium Draft	\$16
Large Craft Draft	\$18

Packaged Beer	Price
Domestic 24/25oz	\$14
Premium 24/25oz	\$16
Craft 19.2-25oz	\$18
Domestic 16oz	\$10
Premium 16oz	\$12
Craft 16oz	\$14
Craft 12oz	\$10
Value 12oz	<mark>\$</mark> 4
Non-Alcoholic Beer (all sizes)	\$8

Packaged Hard Seltzer/ Malt/RTD	Price
Hard Seltzer/Malt 19.2- 25oz	\$16
Hard Seltzer/Malt 16oz	\$12
RTD Cocktail 12oz	\$13

SPIRITS

Spirits	Price (Single/ Double)
Premium	\$13/21
Ultra Premium	\$16/24
Luxury	\$20/28
Library	\$33/41

Specialty Cocktails	Price
Shaker Cup Cocktail	\$24
Shaker Cup Refill	\$21
Frozen Drink Reg/Lg	\$18/25
Red Bull Cocktail	\$20
Add a Shot Reg/Prem	\$5/7
Gelatin Shot (*combo where allowed)	\$6/2 for 10

N/A COCKTAILS

Zero Proof / Spirit Free	Price
Zero Proof Cocktail	\$18
Spirit Free Cocktail	\$12

WINE

Wine	Price
Chateau Ste. Michelle Can Wines 200mL Chardonnay, Red Blend, Rose, Bubbly	\$12
Bottle – Tier 1	\$38
Bottle – Tier 2	\$48
Bottle – Tier 3	\$58
Bottle - Signature & Artist Series	As listed

NON-ALCOHOLIC

Non-Alcoholic	Price
Liquid Death 19.2oz	\$6
Fountain Soda 16oz	\$6
Fountain Soda 32oz	\$10
Red Bull	\$7
Can Soda 12oz	\$5
Can Soda 16oz	\$6
Owen's Lemonade 24oz Classic, Strawberry, Cherry	\$8



QUESTIOLS?